



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing - Amended

Home Telephone Co.
for quarter ending March 31, 2016

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.98	3.99	3.90	3.96
B. Operator Answer Time - Information [730.510(a)(1)]	7.36	7.68	6.48	7.17
C. Repair Office Answer Time [730.510(b)(1)]	20.51	33.79	15.14	23.15
D. Business or Customer Service Answer Time [730.510(b)(1)]	20.51	33.79	15.14	23.15
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.21	0.32	0.32	0.28
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Amended Filing for March 31, 2016 replaces filing with Tracking Number 103059. Please contact me at gkunz@hometel.com with any questions. Thank you.



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